



Get Started with Looking Glass Go

This page will guide you through all the steps needed to get started with your Looking Glass Go.

First Steps

To properly get started using your Looking Glass Go, we'll need to go through these steps first:

1. [Unboxing](#)
2. [Powering On](#)
3. [Downloading the Mobile App](#)
4. [Connecting your Go to WiFi](#)
5. [Updating Firmware](#)
6. [Uploading Your First Hologram](#)

We'll walk you through it below so that you can get started making and viewing holograms in no time!

What's in the Box?

When you unbox your Looking Glass, you'll find a few extra items along with the Go itself.

These include:

- 1x USB-C Power Adapter
 - 1x USB-C Cable
 - 1x Microfiber Cleaning Cloth
 - 1x Holographic Sticker Sheet 
-

Switching on your Go



On the first setup, connect your Looking Glass Go to power by using the provided power adapter and USB-C cable and connecting the power adapter to a wall outlet. Press the power button turn on your Go.

This will activate **Standalone Mode** (the power indicator will light up Breathing White).

To see more power and LED indicator states, see [Power and LED States](#)

 Do not connect your Go to your computer the first time you power it on.

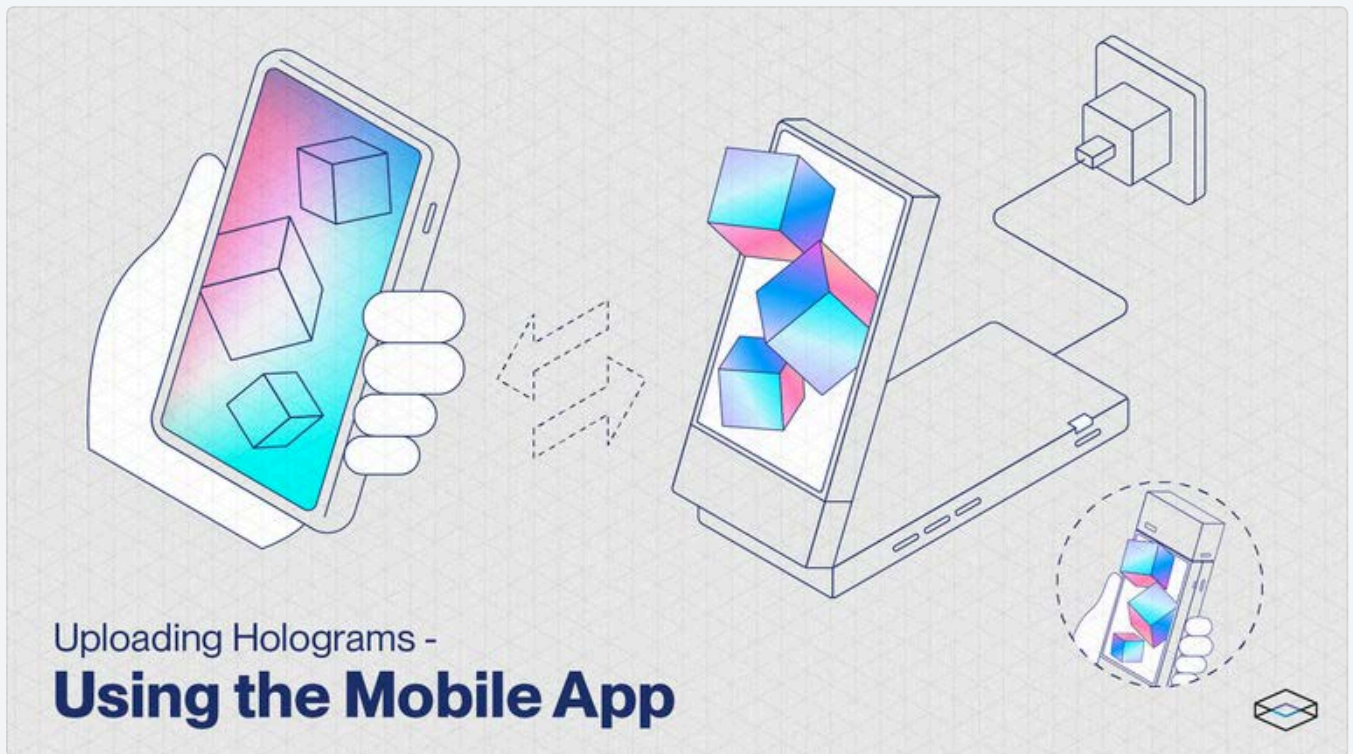
Instead, connect it to wall power using the provided cable and power adapter, then connect it to WiFi using the mobile app.

This will ensure the first firmware update processes properly.

Sit back and marvel at the Demo Reel

We've curated a dozen incredible holograms for you to enjoy once you first switch on your Go. A full list of what you see can be found here → [Default Playlist](#)

Downloading the Looking Glass Mobile App



To start using your Looking Glass Go, download the Looking Glass mobile app for iOS or Android.



[Download the Looking Glass Go App for iOS](#)



[Download the Looking Glass Go App for Android](#)

Once you've downloaded the Mobile App, follow the on-screen instructions to connect your Looking Glass Go to WiFi.

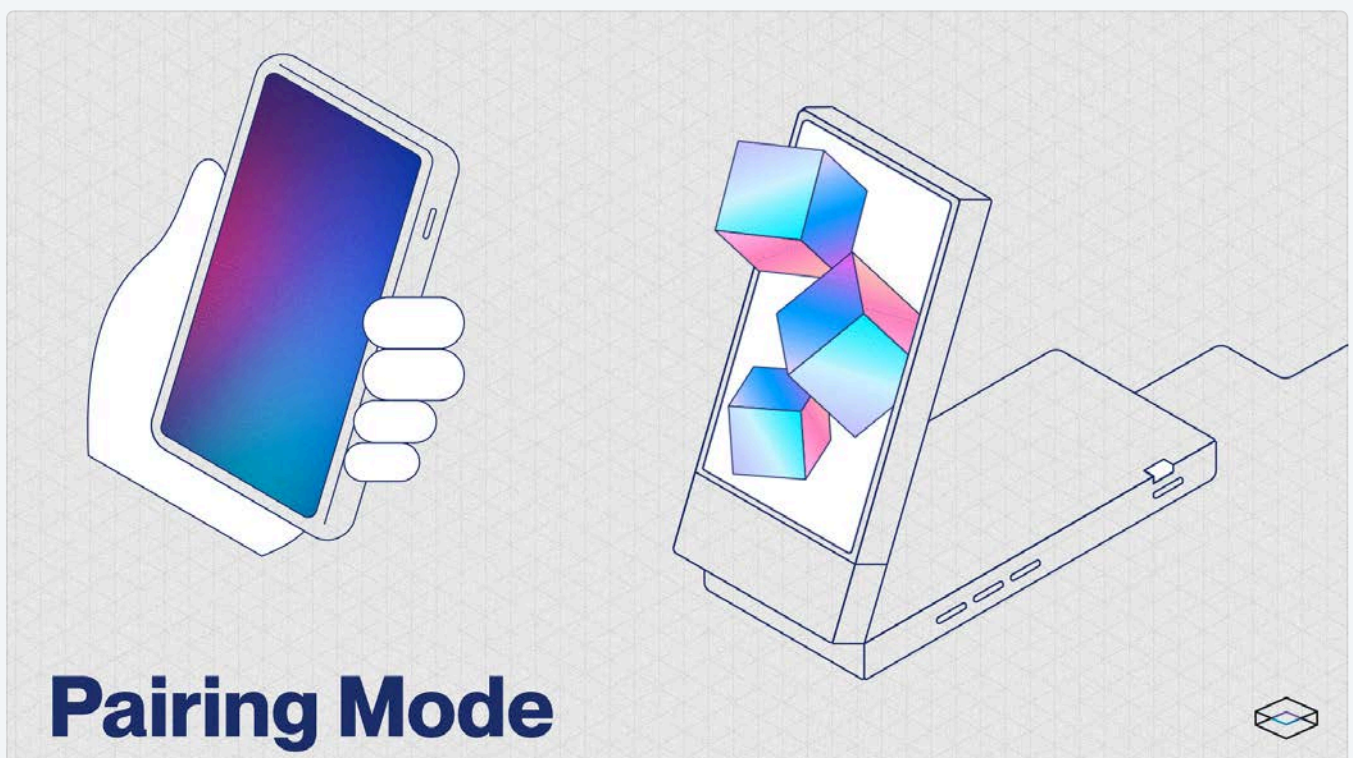
Connecting to WiFi

 The Looking Glass Go is designed to work exclusively with 2.4GHz WiFi networks. It cannot connect to 5GHz networks.

Most modern routers offer both 2.4GHz and 5GHz bands, often under the same network name.

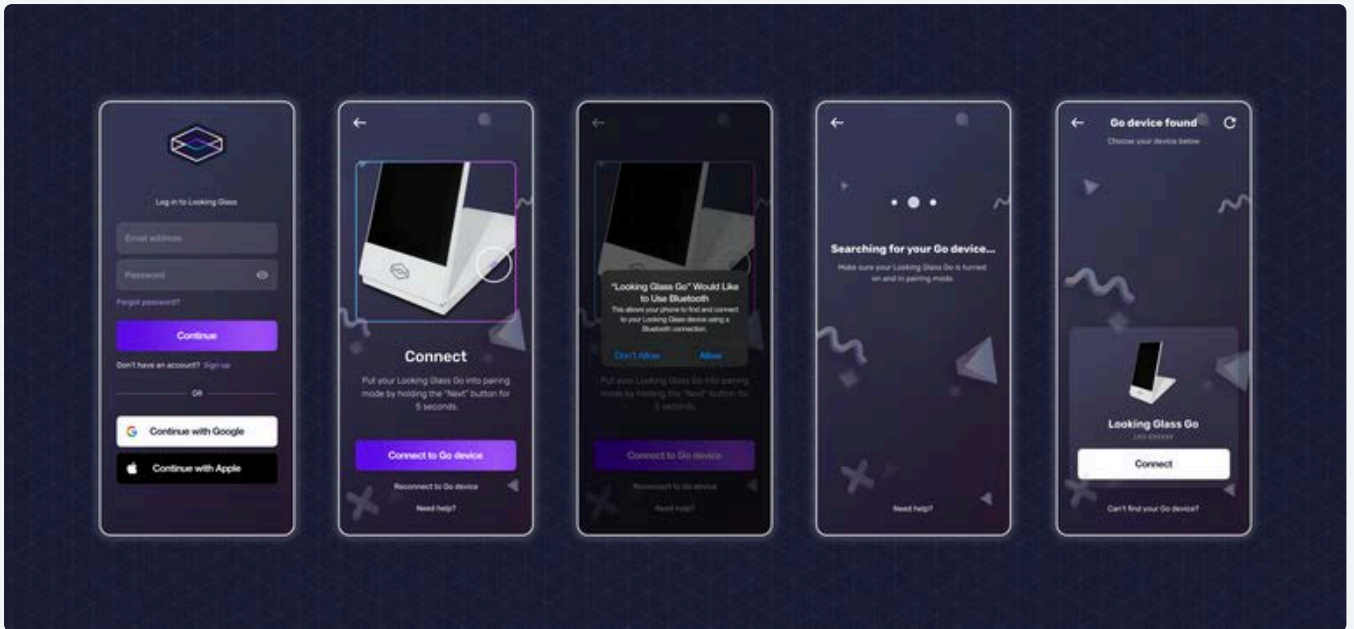
For more details on how to check your network's specifics, see [Common Troubleshooting Issues](#)

To connect your Looking Glass Go to a WiFi network, hold down the Next button () for 5 seconds to enter **Pairing Mode**.



When in **Pairing Mode**, the Go will be discoverable through the app.

Here's what you'll see on the mobile app while connecting to WiFi:

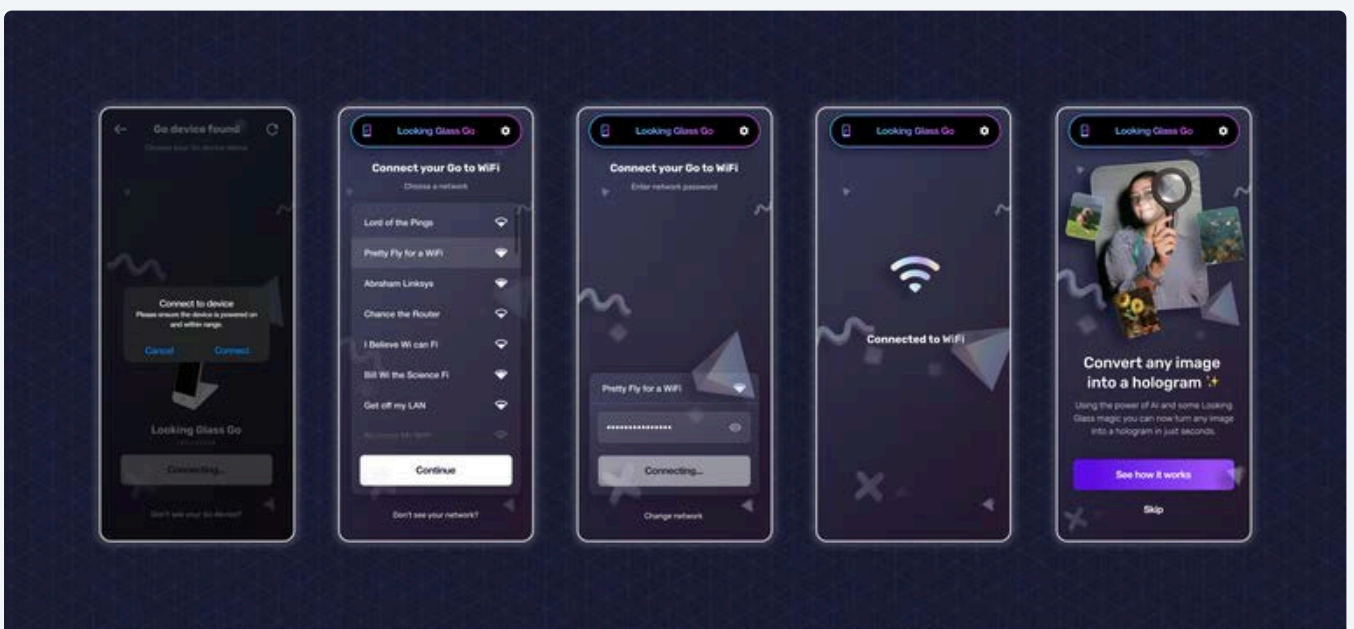


Looking Glass Go will only connect to 2.4Ghz WiFi bands

1. Sign up / login to your [Looking Glass account](#).
2. Connect to a Go device by following the instructions on screen.
3. Ensure that the Bluetooth connection on your phone is on and ready to pair with new devices.
4. Your Go device will show up when ready to connect.

⚠️ If you run into any issues connecting to WiFi, see our [Common Troubleshooting Issues](#) page

To confirm that the serial number matches the one on your device, check the sticker on the bottom of your Looking Glass Go.



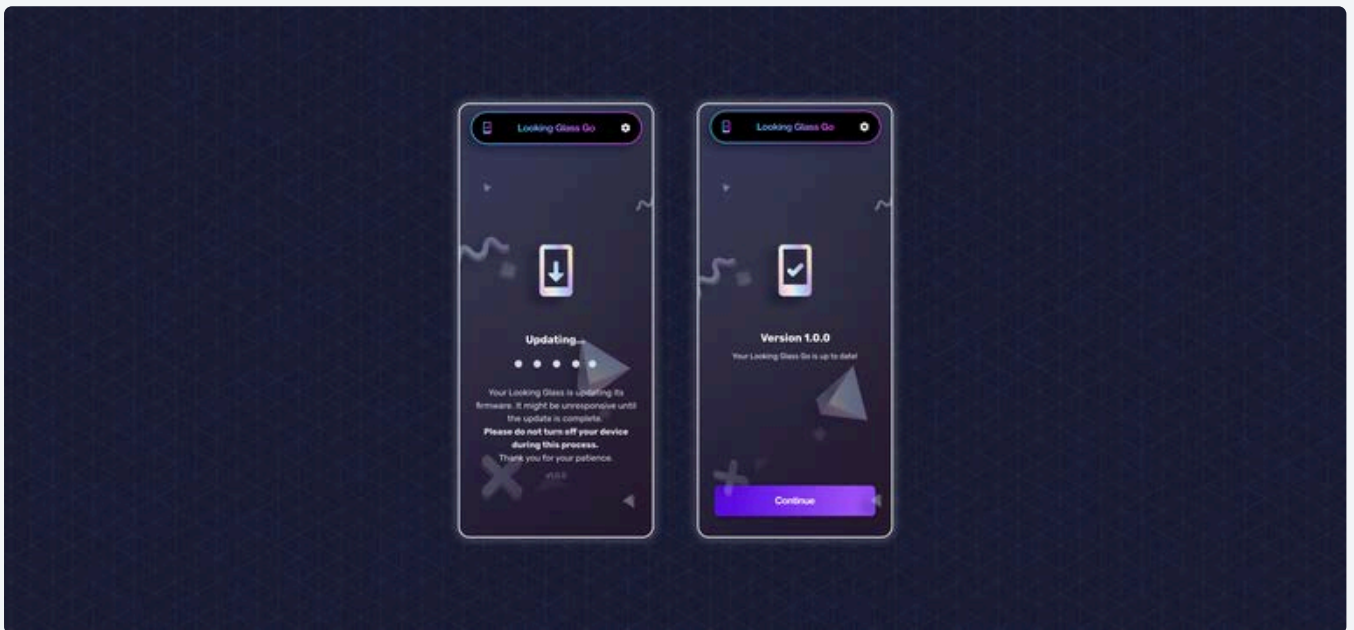
Looking Glass Go will only connect to 2.4Ghz WiFi bands

5. Once you hit **Connect** , a list of available WiFi networks will appear.
Make sure you're close to the source of your WiFi connection for the best results.

Connect to your WiFi network and enter its password.

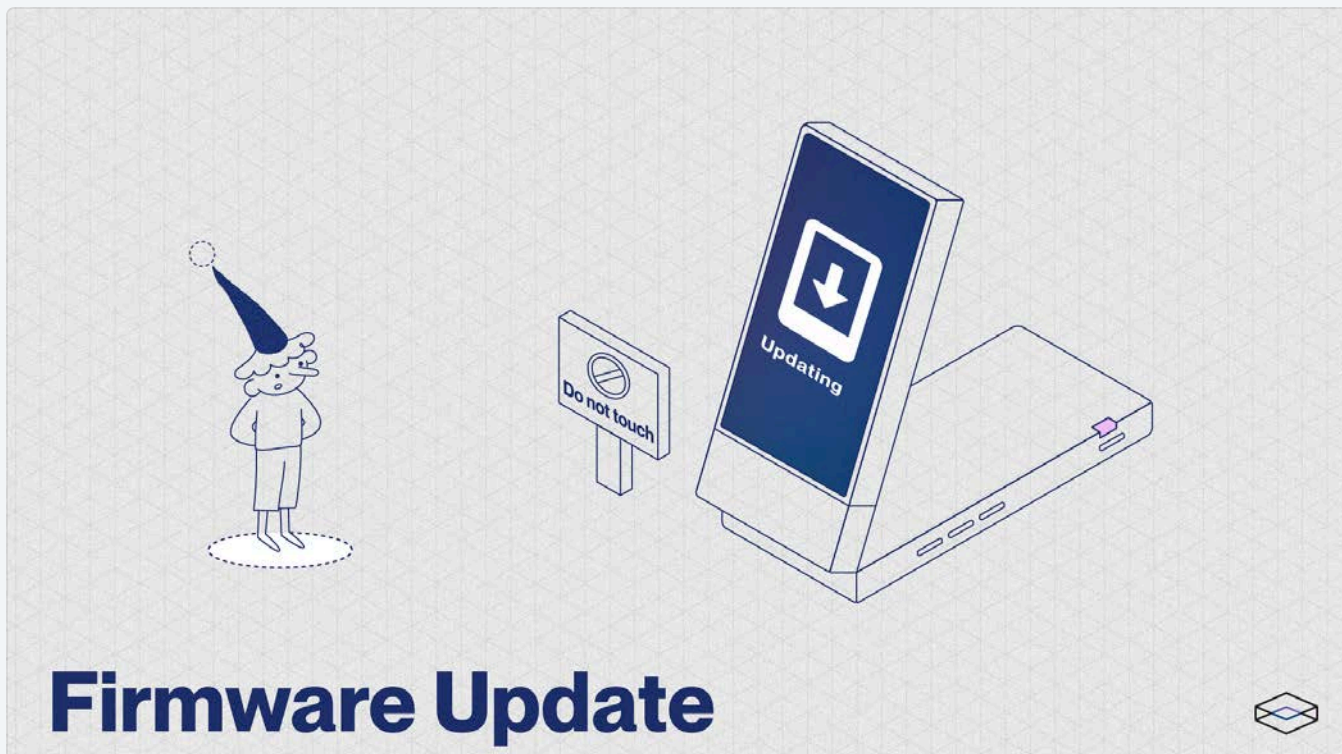
-  When you connect your Go to WiFi for the very first time, you will be notified that your Go is performing a firmware update.

Do not touch your device during this process.



Your app screen will the image above while updating

Firmware Updates



Be sure not to interrupt the firmware update process!

Looking Glass Go will periodically receive OTA (over-the-air) updates via its WiFi connection.

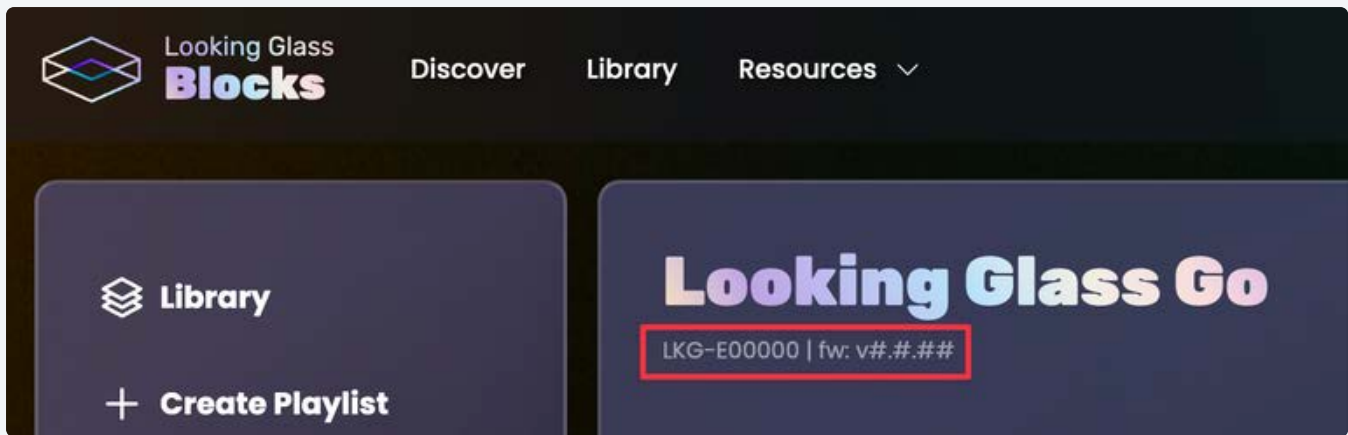
- ⓘ When connecting your Looking Glass Go to WiFi for the first time, it will need to be updated to the latest firmware. This can take anywhere from 5 minutes to 1 hour depending on your WiFi connection speed.

Follow the instructions on your mobile app and **do not** touch your Looking Glass Go as the firmware is being updated. During the update, the screen might look like it's switched off and the LED might switch off temporarily.

When updating, the LED on your Looking Glass will be breathing purple when the firmware has been downloaded successfully and is updated.

Note: If more than 1 hour has passed and your Looking Glass Go has not fully completed the firmware update process, please reach out to support@lookingglassfactory.com with the subject line "Firmware Update" and provide us with your serial number (which appears on the bottom of your device and on the app and looks like: LKG-E#####)

Firmware Version

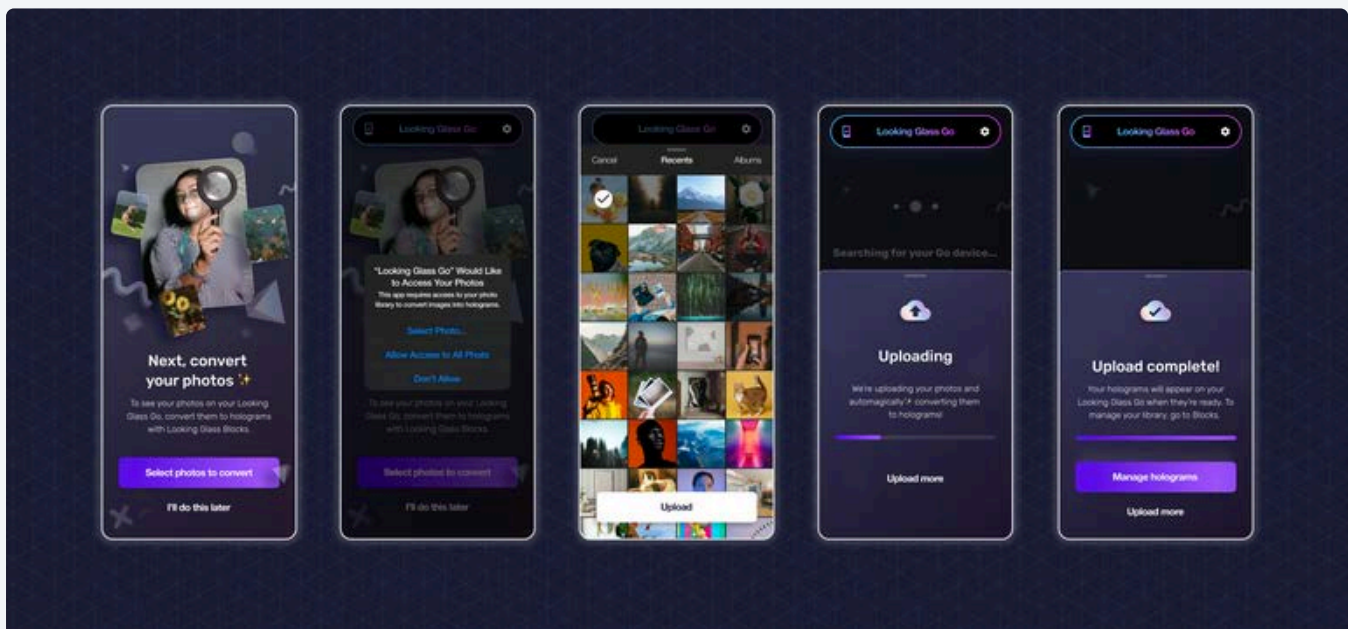


You can find your device's firmware version in your Library, next to your Go's serial number

Using the Mobile App

Uploading your first hologram

Once you are connected to your Looking Glass account and WiFi, you can start uploading new holograms to your Looking Glass Go using the mobile app.



1. To upload your first photo, hit **Select photos to convert**
2. If you are using an iPhone, **Allow Access to All Photos** or **Select Photo...**
3. Choose an image that you want to upload and convert
4. Once your photo has been uploaded, hit **Focus holograms** to start the editing process. The output of our AI depth generation may vary, so you may want or need to edit the resulting hologram

 Syncing and updating holograms on your device may take some time depending on how many holograms you are syncing.

Editing Holograms

Focus

Depth

Zoom



To select the point of focus of your hologram, tap or click on the subject you wish to be most in focus and our AI algorithm will adjust the focal point of the hologram.

This is something that will take a bit of practice over time, but for most portrait photos of people, we recommend determining the subject of the photo and making sure that you tap to focus on focal points like eyes.

This covers the first steps for getting started with your Looking Glass Go!

To dive deeper into what's possible with your Looking Glass Go and the mobile app, check out this guide:



Using the Go Mobile App



To see and experience holographic projects and experiments from creators around the world and find live updates on all things Looking Glass, [join our community!](#)

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Last updated 1 day ago

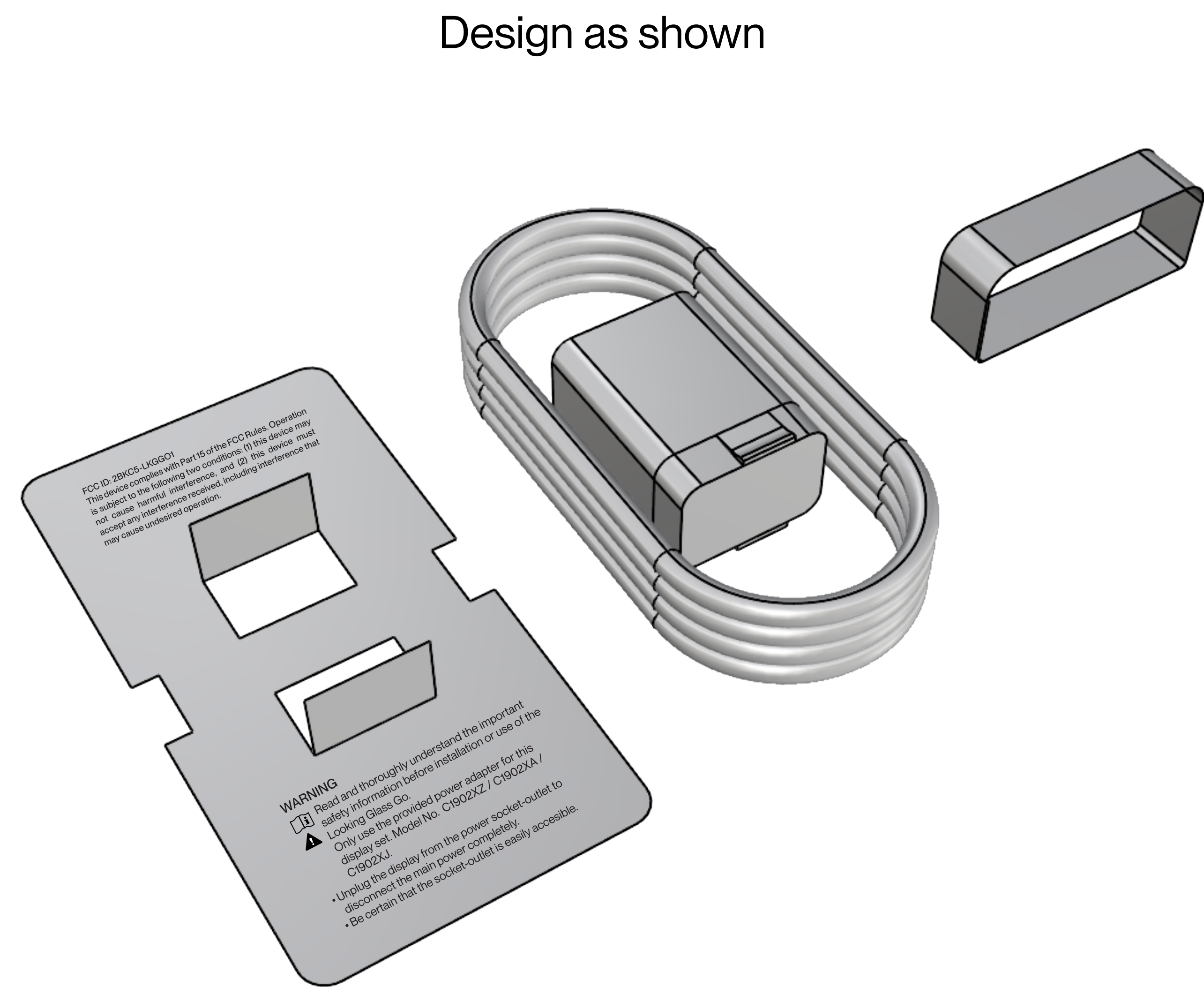
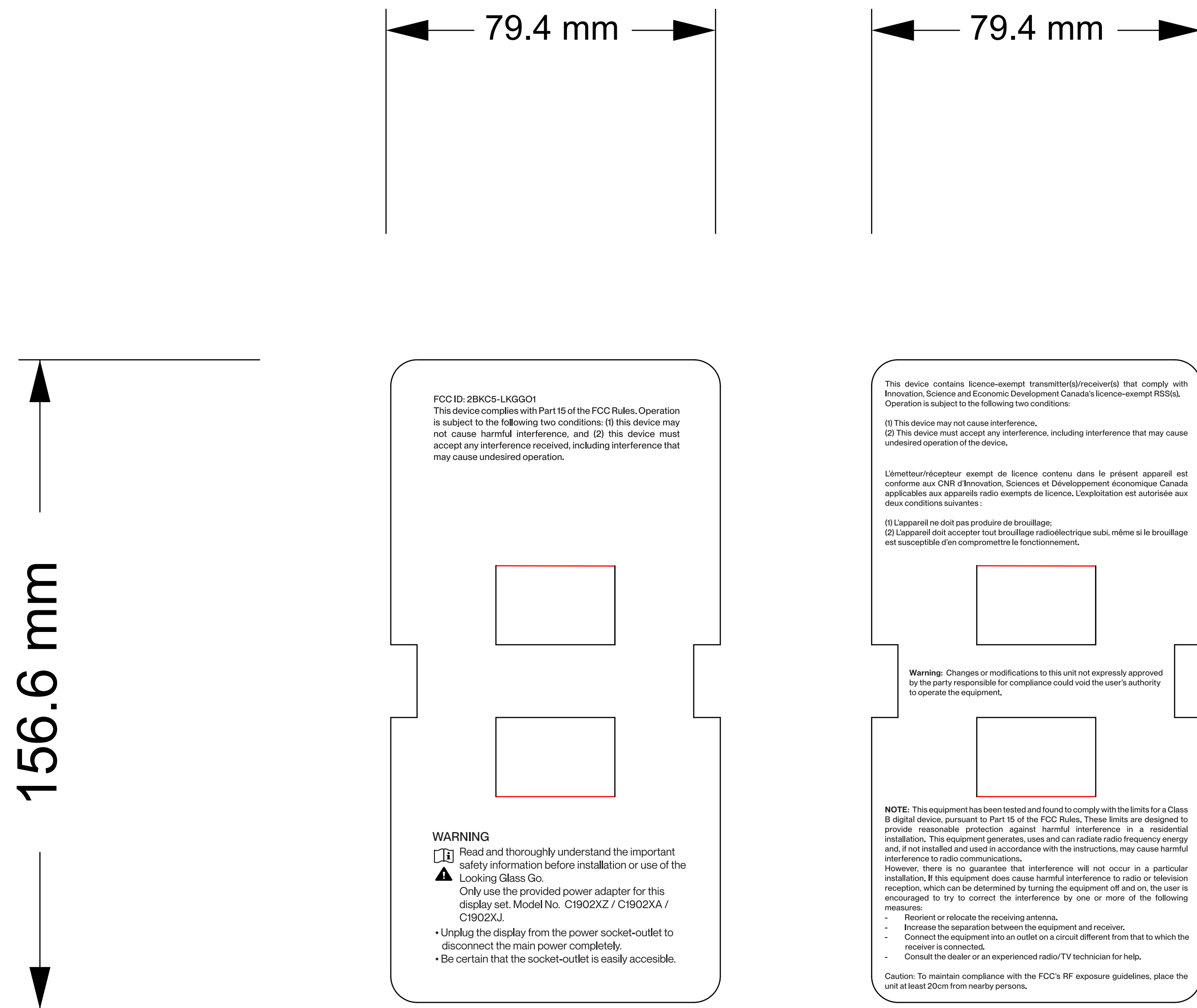


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FIBERBOARD: CORD AND ADAPTER INSERT MATERIAL: 3MM CARDSTOCK

User manual will be updated occasionally at:

[https://urldefense.com/v3/__https://look.glass/start-go_!!le6nUkZk!q6BoDLIVyWEKIEDJjNXE4vrH7RvZtA5_UvnP5lo6A-UCKAuY_hm6B9Kdt3mhZ63blwzIAI0t-k9GPcrqWU3SsAaH8A\\$](https://urldefense.com/v3/__https://look.glass/start-go_!!le6nUkZk!q6BoDLIVyWEKIEDJjNXE4vrH7RvZtA5_UvnP5lo6A-UCKAuY_hm6B9Kdt3mhZ63blwzIAI0t-k9GPcrqWU3SsAaH8A$)